

NAVSTA NORVA INSTRUCTION 1740.3C

Subj: COMMAND SPONSOR AND INDOCTRINATION PROGRAM

Ref: (a) OPNAVINST 1740.3A
(b) CNO WASHINGTON DC 152214Z Aug 02 (NAVADMIN 247/02)

Encl: (1) Sample Sponsor Assignment Memorandum
(2) Sample Sponsor's Letter Format
(3) Sample Welcome Aboard Letter from Commanding Officer
(4) Sample Command Sponsor and Indoctrination Program Survey Format
(5) Sample Agenda for Command Indoctrination Program
(6) Choosing a Sponsor
(7) Guidelines for Sponsors

1. Purpose. To consolidate and issue revised policies regarding the Command Sponsor and Indoctrination Programs for personnel reporting to Naval Station Norfolk, per reference (a).

2. Cancellation. NAVSTANORVAINST 1740.3B.

3. Discussion. The Sponsor Program assists personnel and their families who relocate on permanent change of station (PCS) orders. The Command Indoctrination Program establishes an extensive post-arrival orientation to disseminate information about a command, its history, mission and structure, and specific expectations of the service member. The Command Sponsor and Indoctrination Program is designed to facilitate the adaptation of the service member and family members to a new working and living environment, reduce some of the anxiety associated with any PCS move, and to expedite the newcomer's ability to become a productive member of the receiving command.

4. Action

a. The following responsibilities are assigned:

(1) The Command Training Representative (CTR) will:

(a) Be designated in writing as the Command Sponsor and Indoctrination Program Coordinator (CSIPC).

(b) Coordinate the Sponsor and Indoctrination Program.

(c) Per reference (b), coordinate and track the Stay Navy Reverse Sponsorship Program utilizing Command Sponsor Coordinator e-mail address (SponsorNSN@nsn.cmar.navy.mil).

(d) Maintain a sponsor tickler system.

(e) Obtain copies of all orders on incoming Naval Station Norfolk personnel.

(f) Coordinate with the Departmental Leading Chief Petty Officers (DLCPO's) in assignment of sponsors.

(g) Prepare enclosure (1) for Administrative Officer's signature and forward to assigned sponsor along with enclosure (2).

(h) Ensure that prospective sponsors receive sponsor training.

(i) Maintain copies of sponsor and welcome aboard letters.

(j) Prepare and route the Command Welcome Aboard Letter and Message, enclosure (3), to the Commanding Officer for signature within 15 days of receipt of orders.

(k) Obtain and mail a Welcome Aboard Package to all newly reporting service members that are enroute from a duty station outside of the Hampton Roads area.

(l) Notify the Command Master Chief (CMD CM) when the package and personal letter are mailed.

(m) Administer and retain Command Sponsor and Indoctrination Program Surveys using enclosure (4). Route to CO (via CMD CM/XO) along with Indoctrination Training Critiques.

(n) Enroll new service members in the Command Indoctrination Program in a timely manner. Normally within the first 30 days of reporting.

(o) Formulate and coordinate the Command Indoctrination Program for newly reporting personnel.

(p) Schedule lectures, interviews, and appointments as necessary to ensure that new personnel receive the training, counseling and information as outlined in enclosure (5).

(q) Maintain liaison with Naval Station Norfolk DLCPO's concerning indoctrination of newly reporting personnel.

(2) The DLCPO will:

(a) Assign a sponsor using guidelines in

enclosure (6).

(b) Provide the sponsor's name to the CTR.

(c) Notify the sponsor and the Department Head/Division Officer of the selection.

(d) Direct the sponsor to contact the CTR within two working days.

(e) Coordinate with the sponsor and the Department Head/Division Officer to ensure the sponsor is available to escort the new member upon checking in.

(3) The Sponsor will:

(a) Familiarize him/herself with guidelines in enclosure (7).

(b) Report in person to the CTR within two working days of being assigned as a sponsor.

(c) Write and return to the CTR a personal letter to the new Naval Station staff member, using enclosure (3) as a guide.

(d) Meet the new staff members upon their arrival.

(e) Escort (act as a running mate) to assist the new member while checking into Naval Station. This includes a tour of the installation.

(4) The CMDCM will:

(a) Monitor the Command Sponsor and Indoctrination Program.

(b) Assist the CTR and sponsor with any problems that arise.

(5) The Department Head/Division Officer will ensure the sponsor is available to escort the new staff member during the entire check-in process.

G. L. BECKER

Distribution:
NAVSTANORVAINST 5215.3M
List 1B

SAMPLE SPONSOR ASSIGNMENT MEMORANDUM

1740
N1

MEMORANDUM FOR (Sponsor)

Subj: SPONSORSHIP DUTY ASSIGNMENT

Ref: (a) NAVSTANORVAINST 1740.3C

1. Per reference (a), you have been designated as the sponsor for (Rate, Name, USN).
2. (Rate, Last Name) is due to report to Naval Station Norfolk no later than (Report Date).
3. (Rate, Last Name) is currently attached to the (command) and is due to transfer in the month of (Month Year). Mailing address:

OS2 Joe J. Jones, USN
USS NASSAU (LHA 4)
FPO AE 095555-0000

4. Please write (Rate, Last Name) a personal welcoming letter within 10 working days of receipt of this memorandum. Use enclosures (2) and (7) of reference (a) as guidelines and be sure to provide a copy of your letter to the Command Sponsor and Indoctrination Program Coordinator (CSIPC).
5. Please offer your assistance to (Rate, Last Name) and the member's family in any way possible. This includes your meeting (Rate, Last Name) at _____.
6. I want to emphasize the great importance of your performance as a sponsor. Your efforts will provide (Rate, Last Name) with the first impression of our command. This initial impression is crucial to the individual's long-term attitude toward this command and the Navy. I urge you to continue to express an interest in (Rate, Last Name) until they have become familiar with their new duty assignment.

B. J. KEMMERER
Administrative Officer

Enclosure (1)

SAMPLE SPONSOR'S LETTER FORMAT

Date: _____

Dear _____:

Hi, I am (Petty Officer John J. Jones), and am delighted to be your sponsor here at Naval Station Norfolk and will do my best to make your transition to the Hampton Roads area a pleasant one.

I am sure you are excited about your upcoming move and must have many questions and concerns about the command and the area, especially if this is your first command. I am quite familiar with this area and would be more than happy to answer your specific questions or just further explain other items of concern to you. If I don't know the answer, I'll find out and get back to you at once. Also, you may check with Standard Installation and Topics Exchange Service (SITES) website at www.dmdc.osd.mil/sites for additional information about the command. It is vitally important that you ensure a smooth and seamless transition for health care benefits by contacting Branch Medical Clinic, Naval Station Norfolk, Health Benefits Advisor, at (COMM) 314-6234/6235 or (DSN) 564-1616 X-6234.

To help us assess your needs and to verify that you have received this letter, please contact the Command Sponsor and Indoctrination Program Coordinator (CSIPC), (COMM) (757) 322-2947, (DSN) 262-2947 or (e-mail) SponsorNSN@nsn.cmar.navy.mil, or myself promptly.

My work mailing address is:

OS2 John J. Jones, USN
Port Operations Department
Naval Station Norfolk
1530 Gilbert ST, STE 2000
Norfolk, VA 23511-2722

My work telephone number is (COMM) (757) 444-4444, (DSN) 564-4444, or e-mail at jjones@nsn.cmar.navy.mil. Should you desire, my home telephone number is (757) 499-9999. I may be contacted at home between 1700-2000.

Again, let me welcome you aboard Naval Station Norfolk, and if there is any way I can be of further service to you, please contact me.

Sincerely,

Enclosure (2)

NAVSTANORVAINST 1740.3C

JOHN J. JONES

Copy to:
CSIPC

**SAMPLE WELCOME ABOARD LETTER FROM COMMANDING OFFICER
(Naval Amphibious Base Little Creek, Port Operations Storefront)**

1740
Ser N1/

DCC James E. Jones, USN
USS THORN (DD 988)
FPO AE 09588-1226

Dear Chief Jones,

Congratulations on your assignment to Naval Amphibious Base Little Creek, Port Operations Storefront. As Port Operations Program Manager, Commander, Navy Region Mid-Atlantic and Commanding Officer, Naval Station Norfolk, I would like to welcome you aboard. We are responsible for a broad spectrum of essential fleet support missions.

Your Officer in Charge will be (Rank, Last Name). (Rate, First Name, M.I., Last Name) has been assigned as your sponsor. He/She can answer any questions you may have and assist you in getting settled when you arrive. His/Her address is:

(Rate, First Name, M.I., Last Name), USN
2600 Tarawa CT, STE 100
Bldg. 3890
Norfolk, VA 23521-3229
E-mail: Jjones@nablc.cmar.navy.mil

If you check on board during normal working hours, please report to Little Creek Port Operations Admin located in Bldg. 3890, Room 201 or call (DSN) 253-7395 or (COMM) (757) 462-7395. If you check aboard after normal working hours, please report to the Duty Office located in Bldg. 3890 (1st Deck) or call (DSN) 253-7395 or (COMM) (757) 462-7791.

Enclosed you will find a "Welcome Aboard" package containing information about Naval Amphibious Base Little Creek for your review. (only used if new member is coming from out of the Hampton Roads area)

Additionally, Naval Station Norfolk's homepage, located at: <http://www.navstanorva.navy.mil> is full of information about Naval Station Norfolk and the services offered in and around Hampton Roads. No matter what you're looking for concerning Naval Station and Hampton Roads area, you'll probably find it on

1740
Ser N1/

the website provided. Also, Commander, Navy Region,

Enclosure (3)

NAVSTANORVAINST 1740.3C

Mid-Atlantic has established a relocation assistance website for military members and their families transferring to Hampton Roads area, WWW.NAVYNORFOLK.COM.

Once again, welcome aboard. Feel free to call us as needed.

Sincerely,

G. L. BECKER
Captain, U. S. Navy
Commanding Officer

Enclosure: 1. Welcome Aboard Package
(only used if new member is coming from out of the Hampton Roads area)

SAMPLE COMMAND SPONSOR AND INDOCTRINATION PROGRAM SURVEY FORMAT

Your help is requested in evaluating the effectiveness of our sponsor and indoctrination program. We ask that you voluntarily complete this questionnaire based on your experience with your recent PCS transfer. Leave name spaces blank if you desire to remain anonymous. The information you provide will be combined with the responses of others and will be confidential. Completion of this survey is entirely voluntary. There is no penalty for not providing the requested information except the lack of representation of your reviews in the final results and outcomes.

LAST NAME: _____ FIRST NAME: _____ M.I.: _____

RANK/RATE: _____ DEPARTMENT: _____

1. Were you informed of the sponsor program and its benefits by your former command prior to transfer? ☐ Yes ☐ No
2. Did you receive advance activity information from this command? ☐ Yes ☐ No
3. Did you receive a Welcome Aboard Letter from the Commanding Officer? Yes No
4. If yes, was the information adequate to inform you about this command? ☐ Yes ☐ No
5. If yes, was the information adequate to inform you about this area? ☐ Yes ☐ No
6. If yes, was the information received in a time to permit adequate advance planning? ☐ Yes ☐ No
7. If yes, what additional information would have made your transfer and relocation easier? ☐ Yes ☐ No
8. Were you assigned a sponsor? ☐ Yes ☐ No
9. Who is your sponsor? _____.
10. Did your sponsor contact you prior to your departure from your previous command? ☐ Yes ☐ No
11. Did your sponsor meet you upon your arrival? ☐ Yes ☐ No
12. Was your sponsor knowledgeable about this command and the local community and able to answer your questions? ☐ Yes ☐ No
13. When did you receive your orders? _____.

14. When did you transfer from your last command?

_____.

15. Did you attend a school(s) or take leave in transit to this command? ☐ Yes ☐ No

16. Did your previous command inform you of the resources available to you at your nearest Fleet and Family Support Center (FFSC)?

☐ Yes ☐ No

17. How many days were you on board before attending the Command Indoctrination Program? _____.

18. Please list topics that you would like to see covered in the Command Indoctrination Program. _____.

19. Overall, were you satisfied with this command's Sponsor and Indoctrination Program? ☐ Yes ☐ No

20. Please list any suggestions you have for improving the command's Sponsor and Indoctrination Program.

(THIS SURVEY WILL BE RETURNED TO THE COMMAND SPONSOR AND INDOCTRINATION PROGRAM COORDINATOR WHO WILL REPORT TO THE COMMANDING OFFICER)

SAMPLE AGENDA FOR COMMAND INDOCTRINATION PROGRAM

1. The following subjects will be addressed. As soon as possible and practicable upon reporting (normally within the first 30 days) new command members will commence the formal indoctrination procedure, which will include:

a. Commanding Officer's welcome, discussion of personal philosophy rules for success, and his or her office location.

b. Executive Officer's welcome, discussion of chain of command, command policies, routines, regulations, and office location.

c. Command Master Chief's (CMDCM) welcome, discussion of CMDCM's function, the professional development board, grievance procedures, and office location.

d. Command Career Counselor's (CCC) welcome, discussion of CCC's programs, and office location.

e. Chief Master-at-Arms (CMAA), discussion of the Urinalysis Program, good order and discipline, and attire/grooming.

f. Legal Officer, discussion of standards of conduct, request mast procedures, off-limits establishments, and voter registration.

g. Command Chaplain, discussion of chaplain services.

h. Appropriately qualified personnel to address the following subjects:

(1) Anti-Terrorism/Force Protection.

(2) Disaster Preparedness.

CHOOSING A SPONSOR

1. The sponsor assigned should:
 - a. Be of the same marital status as the prospective gain.
 - b. Be at least E-5 for E-5 and below; and the same paygrade for E-6 or above.
 - c. Whenever possible, be enrolled in the Exceptional Family Member (EFM) Program if the prospective service member is enrolled in the EFM Program.
 - d. Have enthusiasm for meeting and helping people.
 - e. Have an excellent record of sustained good performance, perseverance, and problem-solving ability.
 - f. Have a positive attitude toward the Navy, the command, the local community, and the sponsor program.
 - g. NOT be the person the individual is slated to relieve. The sponsor should remain on board the command for at least six months after the arrival of the incoming person to assist the newcomer.
 - h. Be familiar with the command and its location.
 - i. Be knowledgeable about available resources (i.e., FFSC, Housing Referral Office, etc.) so when additional information is needed, the sponsor knows where to get it.
 - j. Be familiar with applicable command procedures and instructions.
 - k. Be willing to do more than the minimum to ensure a smooth transition into the new command for the transferring service member.

GUIDELINES FOR SPONSORS

1. Pre-arrival:

a. Once you have been assigned as a sponsor, consider the following:

(1) Draw upon the knowledge gained from your own experience as a newcomer.

(2) Draw upon previous experiences with the sponsor program. (If you have not found previous sponsors helpful, decide what was lacking and try to make improvements.)

(3) Ask others who have served as sponsors for suggestions or help in meeting your requirements.

(4) Contact the person you are sponsoring as soon as possible via telephone, naval message, the online Sponsor Forum, or any other reliable means.

(5) Write a "Welcome Aboard" letter to your new shipmate and forward a copy to the Command Sponsor and Indoctrination Program Coordinator (CSIPC). Some points to include are:

(a) Introduce yourself and give a warm welcome aboard.

(b) Provide the member information on how they may contact you.

(c) Find out if member's family members will accompany them (i.e., ages, mode of transportation), and estimated date and time of arrival at new duty station.

(d) Inform the member of the new mailing address to complete change of address forms.

(e) Provide any other special information that would be helpful.

(6) Provide follow-up letters or phone calls, as necessary, in order to answer any questions the new member may have.

(7) Check on housing availability and inform the member if housing will be available upon reporting or if temporary lodging arrangements will be needed. If necessary, help the member with arrangements. Make sure the new member checks with the housing referral office prior to renting or buying a house.

(8) Confirm flight arrival time by calling the airlines (if applicable).

Enclosure (7)

(9) If you and the new member are both married, ask your spouse to communicate with the new member's spouse. Children may also enjoy corresponding with other children.

(10) Act as a liaison for the new command member. If the new command member has questions you cannot answer, refer the member to the correct source.

(11) Make reservations at the Navy Lodge/local motel/hotel for arriving families or Bachelor Officer Quarters/Bachelor Enlisted Quarters (BOQ/BEQ) for single personnel, according to the member's desires.

(12) Request that the new member acknowledge receipt of materials and keep you informed of itinerary, reporting date, and special needs. Keep the CSIPC updated on any changes.

(13) Perform other duties as recommended by the command to make the relocation even more successful.

2. Arrival:

a. Upon the arrival of the individual consider the following:

(1) Ensure transportation is available from place of arrival to the command and temporary lodging, if the member requests it.

(2) Meet the incoming individual and/or family at arrival point, if required.

(3) Accompany the member to temporary lodging.

(4) Assist the member in finding a place to eat.

(5) Furnish the member/family with a base map, indicating areas of interest. Familiarize the new arrival with base facilities.

(6) Visit the FFSC to inquire about what necessities (i.e., bedding, linens, dishes, and small appliances) are available for loan while awaiting arrival of household goods.

(7) Before departing, ensure the member has information on how to contact you.

(8) Assist in the arrangement for temporary transportation, if required.

(9) Assist the member in locating the exchange or commissary for immediate needs, if required.

(10) Assist the new arrival with check-in procedures.

(11) Introduce the member to the people in the command.

(12) Remember the feeling and confusion that you experienced when you first arrived, and try to be as helpful to this person as you can.

3. Post-arrival:

a. Once the relocation has taken place, you should consider the following:

(1) Continue to assist the member during the first few weeks or months with other needs (i.e., registering a car, moving into permanent housing).

(2) Do everything possible to continue to help the new arrival "settle in."

(3) Ensure new servicemember is enrolled in the Command Indoctrination Program as soon as possible.